

On-line reporting system up and running

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The Uniformed Services University of the Health Sciences (USU) “President’s Open Door Program” took a step toward completion with the implementation of the university’s on-line reporting system

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This new program allows faculty and staff at USU to bring issues, either positive or negative, directly to the attention of Charles L. Rice, M.D. university president.

The “President’s Open Door Program” is an on-line reporting system that allows individuals to report on things that the university is doing right, things that may need improvement, or on things that may need correction.

The president’s office currently receives information from individuals throughout the university covering these three areas, both by individuals reporting the information directly, or sometimes by anonymous sources. Unfortunately when the source chooses to



Photo by JO3 Kory Kepner

With the new on-line reporting system, members of USU can now easily communicate university issues with Charles L. Rice, M.D. university president.

remain anonymous, it stops any communication needed to gather more information or to report corrective action.

This program corrects that problem, allowing individuals to remain anonymous, but at the same time, we will be able to communicate with the individual through the use of a secured network. This system allows Dr. Rice the ability to keep open lines of communication with university staff, said Susan Bruff, program analyst, Office of Review and Evaluation.

“The program uses software licensed and maintained by EthicsPoint, a company dedicated to providing a safe reporting environment for universities and public corporations,” Dr. Rice said. “By using it, USU staff can electronically send information to me at a time convenient to them without making an appointment or finding me in the halls or dining area. Additionally, my staff or I can request and receive additional information so that I can provide users a thoughtful response by a confidential e-mail.”

“Please use this new tool to let me know what we are doing well and who is doing it, what we are doing that you feel could be done better, and what we are doing that you feel we shouldn’t be doing,” Dr. Rice said. “This program is intended to supplement the support services already available to any of our employees.”

For more information, or to file a report users can access the page directly from the USU homepage or by visiting: <http://www.usuhs.mil/dre/landing.html>